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Troubleshooting Tips

Operation Problems

Check your SC7700-RISOGRAPH printing station as given below if you encounter the following operation problems. Contact your technical administrator for help if you cannot solve the problem.

Problem	Cause/Condition	Action
The SC7700 has no power even when the POWER button is pressed.	The main power switch on the rear panel is not turned on.	Turn it on. —— See page 13 in the Technical Administrator's Guide.
	The power cord is not connected to the SC7700 or the electrical outlet securely.	Connect it securely.
	The commercial power may not be present at the electrical outlet.	Check the circuit breaker for commercial power. If you find no problem there, connect another electrical appliance to the electrical outlet in question to check it.
The READY/DATA indicator does not flash even after the print job finishes in the application software. (In this case, it is suspected the SC7700 is not receiving data from the personal computer.)	The personal computer is not securely connected to the SC7700.	Contact your technical administrator.
	The [SC7700] printer driver is not selected.	Select the [SC7700] printer driver and reprint.
The READY/DATA indicator keeps on flashing slowly without any RISOGRAPH operation even after the print job finishes in the application software.	The printer settings (paper size, print orientation, etc.) in the application software and in the printer driver do not match.	Change the printer settings in the application software to make them identical with those in the printer driver or vice versa, and repeat the print job from the application software.
	The print job may have been cancelled before completion in the application software on the personal computer.	Turn the SC7700 off and then on again after approximately 10 seconds to reset it.

Problem	Cause/Condition	Action
The PAGE STANDBY indicator is flashing.	The RISOGRAPH's operation has been suspended intentionally or accidentally.	Press one of the following buttons to resume operation according to the suspended condition : START button (or the Interface key on the RISOGRAPH), STOP button or FUNCTION button. —— See page 11.
The ERROR indicator is illuminated.	An error has occurred in the RISOGRAPH, interrupting its operation.	After checking the RISOGRAPH, press one of the following buttons to resume operation according to the error condition : START button (or the Interface key on the RISOGRAPH), STOP button or STOP button.
The ERROR indicator is flashing.	The RISOGRAPH is not switched on.	Turn on the RISOGRAPH.
	The SC7700 is not connected to the RISOGRAPH securely.	Contact your technical administrator.
	The RISOGRAPH is busy.	Wait until the RISOGRAPH is free.
The PAGE STANDBY indicator flashes but the RISOGRAPH does not start printing, after the master-making process.	The [Auto Print] option is not enabled.	Press the START button (or the Interface key on the RISOGRAPH) to start printing.
Graphics cannot be printed properly	The [SC7700] printer driver was not selected as active when editing graphics.	Select the [SC7700] printer driver and edit graphics again because graphics may not be printed properly if they are edited with another printer driver selected.
	The specified custom paper size was so large that unexpected margins were assigned on a page.	Select another paper size or specify the custom paper size within the valid range.

Problem	Cause/Condition	Action
The page image is not centered or is clipped at an edge.	The paper size setting in the application software is not identical with that in the printer driver.	Make both paper size settings identical.
	The print area specified in the application software is beyond the maximum print area of the RISOGRAPH.	Increase the border margins in the application software to contain the page image within the printable area of the RISOGRAPH.
	There is something wrong with the Print cylinder (drum) in the RISOGRAPH.	Check the RISOGRAPH, referring to the dedicated user's guide.
The RISOGRAPH repeats the master-making process for each copy of the identical page.	The [Collate] check box is selected in the [Print] dialog box in the application software.	Cancel the current print job on the personal computer and turn the SC7700 off and then on again after approximately 10 seconds to reset it. Always cancel the [Collate] option in the [Print] dialog box when starting a print job.
The RISOGRAPH prints more copies than expected.	The number of copies in the [Proof Copies] option is specified as more than 1 as initial setting.	Correct the number of copies to "1" in the [Proof Copies] option before printing or request your technical administrator to return the initial setting of this option to the factory-set one.
The RISOGRAPH cannot print at the speed specified in the [Print Speed] option.	The print speed remains constant when a certain mode is selected in the [Sorting Mode] option for the RISOGRAPH which is equipped with a certain type of optional sorter.	Refer to page 23, page 38 or page 63 for detailed description about the [Sorting Mode] option.
The RISOGRAPH does not operate as specified in the [Sorting Mode] option.	The [Sorting Mode] option is not enabled without an optional sorter installed.	Refer to page 23, page 38 or page 63 for a detailed description about the [Sorting Mode] option.
	The finishing job specified in the [Sorting Mode] option is not available for the current combination of RISOGRAPH and optional sorter.	Refer to the dedicated user's guides of the RISOGRAPH and the optional sorter.

Problem	Cause/Condition	Action
A desired finishing job cannot be selected in the [Sorting Mode] option.	The optional sorter configuration specified in the [SC7700] printer driver is not identical with your SC7700-RISOGRAPH printing station setup.	Request your technical administrator to correct the current optional sorter configuration in the [SC7700] printer driver.
A desired paper size cannot be selected in the [Paper Size] list.	The Printer cylinder (Drum) size specified in the [SC7700] printer driver is not identical with your SC7700-RISOGRAPH printing station setup.	Request your technical administrator to correct the current Print cylinder (Drum) size setting in the [SC7700] printer driver.

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